



ILLINOIS STATE TREASURER  
ALEXI GIANNOULIAS

## JOB OPPORTUNITY ANNOUNCEMENT

FOR MORE INFORMATION CALL HUMAN RESOURCES AT (312) 814-1700

**Job Title:** Participant Services Specialist

**Salary Range:** \$30,144

**Position Location:** The official domicile for this position is Springfield, Illinois.

**Overview:** The employee in this classification will maintain customer relationships with current and new Illinois Funds participants, non participants and internal office staff in the enrollment of new clients and the reconciliation of the Illinois Funds electronic payment processing program financials.

**Responsibilities:** Duties include placing and receiving telephone calls from fund participants. Maintains solid customer relationships by handling their questions and concerns with speed, accuracy and professionalism. Performs data entry and uses software programs to support participant interactions. Assists with the reconciliation of participant funding discrepancies. May be required to research issues to trouble shoot customer problems and complaints.

**Requirements/Qualifications:** A Bachelors degree in accounting, business, finance, math or a related field. Knowledge of customer service principles; ability to conduct participant needs assessment and a desire for meeting quality standards for service and support. Excellent communication and organizational abilities with attention to detail are essential. Two (2) years or more of merchant processing, banking and office experience desired. Any combination of experience and training that provides the required knowledge; skills and abilities will be considered.

**Application Process:** Send application materials including letter of interest, salary requirements and resume to Director of Human Resources, Office of the Illinois State Treasurer, 100 West Randolph, Suite 15-600, and Chicago, IL 60601 or email [HR@Treasurer.state.il.us](mailto:HR@Treasurer.state.il.us).

**Deadline Date:** Applications will be accepted until close of business October 27, 2008.